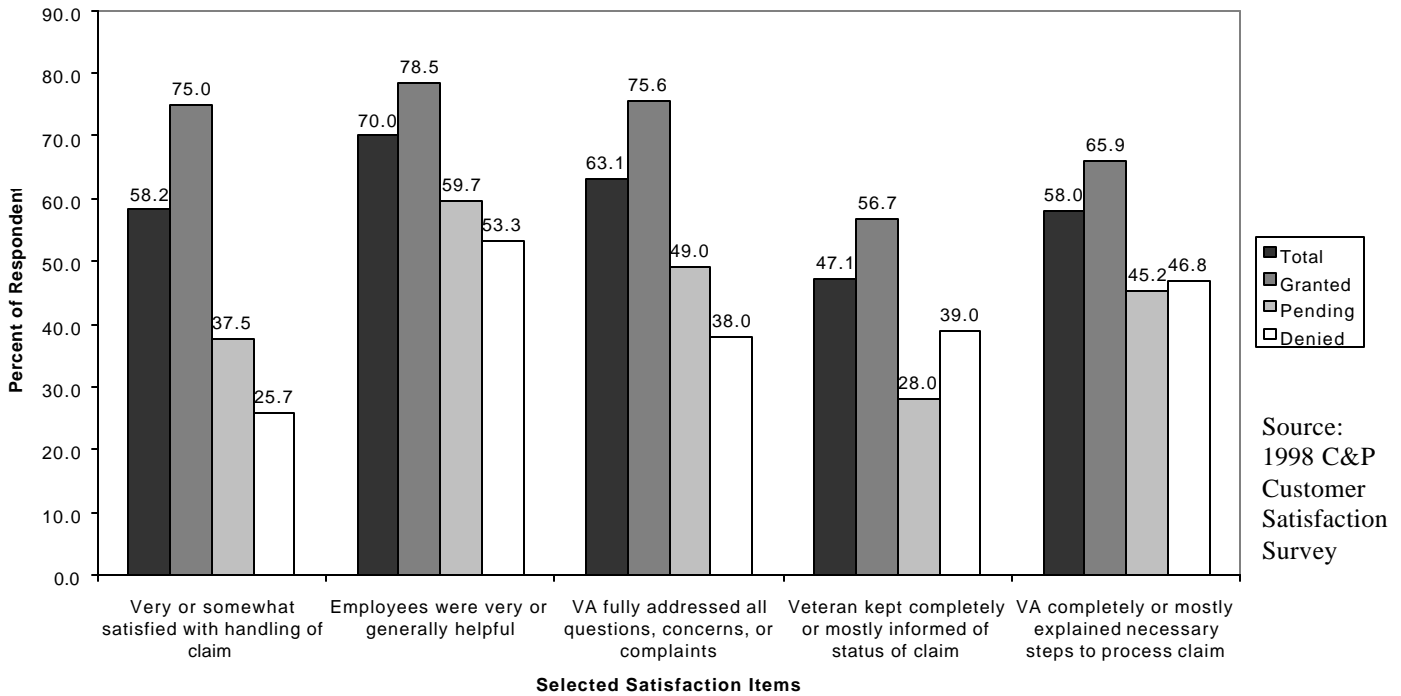


## HOW DOES THE STATUS OF VETERANS' CLAIMS INFLUENCE CUSTOMER SATISFACTION?

**Selected Satisfaction Items by Status of Claim**



- Overall, regardless of claim status, 58.2 percent of veterans were very or somewhat satisfied with the way VA handled their claim. Seventy-five percent of veterans whose claims were granted were very or somewhat satisfied with the way VA handled their claim compared with 37.5 percent of veterans whose claims were still pending, and 25.7 percent of veterans whose claims were denied.
- For all items shown, pending claimants reported significantly lower satisfaction ratings than veterans whose claims were granted, or for the total claimant population. As can be seen from the chart above, the reported satisfaction ratings of pending claimants mirrored those of denied claimants, more so than the reported satisfaction ratings of the total or granted claimant population. Thus to limit the measurement of satisfaction to claimants whose claims were pending, would actually lower the overall satisfaction rating.
- For two items, whether the veteran was kept completely or mostly informed of the status of the claim, and whether VA completely or mostly explained the necessary steps to process the claim, the pending claimants rated the item *lower* than the denied claimants. This may be due to the fact that, at the time the survey was taken, they did not yet have a decision on their claim.

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